Module 5: Administrative Functions in McState HQ Transcript

Select Restaurant Type
Select Restaurant Type: McOpCo or Owner/Operator

What You'll Learn
Welcome to Module 5: Administrative Functions in McState HQ. After completing this module, you will be able to:
- Access and use McState HQ, the McState Administrative site.
- Find application information from applicants recruited through McState.
- Locate additional resources to help you maximize your McState site. And,
- Post benefits to a McState site.

Course Navigation
You can easily navigate through the modules using the toolbar at the bottom of the module.
- The Back, Pause, and Next buttons in the right-hand corner of the toolbar allow you to move through the module.
- To skip directly to any section, click on the 'Jump to Topic' button
- Click on red, underlined terms for a quick definition.
- When a transcript is available, you can download it using the Resource button.

You can also find answers to all of your Staffing/McState questions using Fast Answers. Click the Fast Answers button to try it.

Click here to download a copy of these directions.

Who can change a McState site?

McState Administrators
- Each Owner/Operator organization has one or more designated McState Administrators.
- McState Administrators receive a username and password from McState.
- You can obtain login information for your Administrator account by contacting McState at 1-866-407-9472.

McState Administrators
- Individuals within McOpCo are designated as McState Administrators for one or more restaurants.
- McState Administrators receive a username and password from McState.

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Instant Interaction
Who can change a McState site?
>   a. Any Restaurant Manager
>
>   b. Regional Recruiters only
>
>   c. A designated McState Administrator
>   Correct! The only person who can change a McState site is a designated McState Administrator.

Incorrect. The only person who can change a McState site is a designated McState Administrator.

How do I log in to the McState Administrative site?

McState HQ
The McState Administrative site is called McState HQ. To log in to McState HQ:
- Enter https://hq.mcstate.com in your browser's address bar.
- Enter your username and password.
- And, click Sign In.
- To protect your McState sites from unauthorized use, McState HQ passwords must be changed every ninety days.
- McState will automatically notify you by email when you need to change your password.

How do I link to Hiring to Win if I subscribe?

Linking to Hiring to Win
Linking to Hiring to Win:
- Allows the applicant to complete the application and take the assessment in one step.
- Provides consistency in using Hiring to Win for all applicants
- Ensures all of the online applications you receive will be saved to your database.

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How do I access an applicant's information?

Accessing Crew Applications McOpCo
- When applicants click the Click Here to Apply button in McState, they are routed automatically to Hiring to Win.
- Application information for external crew applicants will be available to the Restaurant Manager on the Hiring to Win Administrative site
- The application information will be emailed to the Store Mail Account.

Instant Interaction
Put the application process for external crew applicants in order.
- Applicant clicks Click Here to Apply button in McState

- Applicant is routed to Hiring to Win

- Restaurant Manager accesses information on Hiring to Win Administrative site

Correct! First, the applicant clicks the Apply Online button on McState. Then the applicant is routed to Hiring to Win. Finally, the Restaurant Manager accesses the application and assessment information on the Hiring to Win Administrative site.

Incorrect. First, the applicant clicks the Apply Online button on McState. Then the applicant is routed to Hiring to Win. Finally, the Restaurant Manager accesses the application and assessment information on the Hiring to Win Administrative site.

Accessing Manager Applications McOpCo
- Application information for managers who apply for internal promotions using the paper-based Hiring to Win assessment also will be available to the Restaurant Manager on the Hiring to Win Administrative site.
- Online Manager Applications completed through the McState site will be routed to the Regional Recruiter. This applies to both external and internal applicants from your restaurant. For internal results, please contact your Regional Recruiter.
- Refer to Hiring to Win eLearning for more information on accessing Hiring to Win Crew and Manager assessments.

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Applicant Information with Hiring to Win O/O
- If your organization subscribes to Hiring to Win and you are linked to McState, applicants will automatically be sent over to Hiring to Win to apply.
- In this case, you can access the application and assessment report through the Hiring to Win Administrative site, under the Candidate Search link.
- See the Hiring Crew: Applications and Assessments module of the Hiring to Win eLearning for more details.

Applicant Information with Hiring to Win O/O
- The information will also be emailed to one or more email addresses that you specify in the Hiring to Win Administrative site.
- If you are a Hiring to Win Administrator or an Owner/Operator, you can specify the email address using the Review Users link in the Hiring to Win Administrative site.
- See the Administrative Functions module of the Hiring to Win eLearning for more details.

Applicant Information without Hiring to Win O/O
- If your organization does not use Hiring to Win, or if you do not link to McState from Hiring to Win, then applicants fill out an online application form on your McState site.
- The McState application form is shown at left. You will only see this form if your McState site is not linked to Hiring to Win.
- Unlike Hiring to Win, there is no assessment in McState.

Applicant Information without Hiring to Win O/O
The following information applies only to restaurants that do not use Hiring to Win.
- When applicants use a McState site that is not linked to Hiring to Win to fill out the McState Application form, McState sends out an email with the application information.
- The email is similar to the one shown at left.
- Unlike in Hiring to Win, the application information will not be saved in an online database. The applicant information will be contained only in the email.
- For this reason, it is important that the email be sent to the correct person. Click the Next button to learn how to specify the email address that receives this application information.

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How do I change the email address that McState applications are sent to if my organization does not use Hiring to Win?

Applicant Information without Hiring to Win O/O
- If you do not use Hiring to Win and wish to specify the email address that receives applicant information from the McState application form, start by logging into McState HQ (http://hq.mcstate.com).
- Click My Restaurants in the left-hand navigation menu.
- Click Application Settings in the menu bar that opens up.
- Click the pencil icon next to the restaurant for which you wish to specify an email address.
- In the Management Email Address field, enter the email address that should receive manager applications.

Applicant Information without Hiring to Win
- In the Crew Email Address field, enter the email address that should receive crew applications.
- Separate multiple email addresses with commas.
- Review the Additional McState Application Options and make any desired changes.
- Click the Save Settings button.
- Repeat this process for any other restaurants for which you wish to specify an email address.

Knowledge Check McOpCo
When an applicant applies through McState, and McState is linked to Hiring to Win, how can you access their information?
- a. Through the Hiring to Win Administrative site

- b. Through McState

- c. Through an email that I specify in McState

Correct! When an applicant applies through McState, you can access their information through the Hiring to Win Administrative site.

Incorrect. When an applicant applies through McState, you can access their information through the Hiring to Win Administrative site.

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Knowledge Check O/O
Match the method of accessing applicant information to the type of organization

- Organizations that use Hiring to Win and have linked it to McState

- Organizations that do not use Hiring to Win

- Through the Hiring to Win Administrative site

- Through an email address that is specified in the McState Application Settings

Correct! Organizations that use Hiring to Win and have linked it to McState can access applicant information through the Hiring to Win Administrative site. Organizations that do not use Hiring to Win can access applicant information through an email address that is specified in the McState Application Settings.

Incorrect. Organizations that use Hiring to Win and have linked it to McState can access applicant information through the Hiring to Win Administrative site. Organizations that do not use Hiring to Win can access applicant information through an email address that is specified in the McState Application Settings.

How do I get more help on McState HQ?

Help Icons
- McState HQ provides a wealth of support.
- Most pages in McState HQ include a blue question mark icon that you can click for help on using a page or section.

Maximization Dashboard
- The Maximization Dashboard, located on the HQ screen, gives you an interactive checklist of steps you can take to ensure you are getting the most out of McState.
The Dashboard includes links to HQ pages where you can perform each of the steps on the checklist.

How – To's
- When you need more assistance with the McState HQ, click the Support heading in the left-hand navigation menu.
- Under the Support heading, click on the How-To's link to access a list of training movies that explain most of McState's features and functions.

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Toolbox

The Toolbox page, listed under Support, includes a number of additional resources, ranging from a user manual to graphics for programmable CODs (customer order displays).

Personalized Support
- Finally, personalized support is available by calling 1-866-407-9472, or by using the HQ Support Ticket System.
- These support options are listed at the bottom of every McState HQ page.

How do I post benefits on McState?

Benefits
- You can boost your recruitment by using McState to communicate your restaurant benefits to applicants. Restaurants that have benefits posted receive 33% more applicants than those who do not.
- This How-To movie is available on the How-To's page, under Support in McState HQ.

Try It!
- This Try-It exercise lets you use McState HQ in a controlled environment that simulates the real site.
- Since the Try-It exercise is only a simulation of the real McState HQ, you will not affect any real restaurant's site.
- Click the Try-It button to start.

Try It
- To post benefits to a restaurant's McState site, start by logging in.
- For the purposes of this exercise, we'll type in a username and password for you.
- This is the McState HQ page.
- You will take most actions in McState on the left navigation bar, or the Maximization Dashboard.
- We could access Benefits through the My Restaurants link on the left navigation bar.
- But in this case, let's use another method.
- Let's use the Maximization Dashboard to access Benefits.
- Click the Click for Details button on the Maximization Dashboard.
- The Maximization Dashboard links to steps you can take to maximize the recruitment and marketing you gain from McState.
- Click the Post More link under Have Benefits Listed.

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- Note that you can get on-the-spot help on this and other pages throughout McState by clicking this blue question mark icon.
- To create a benefits package, click the Add New Benefits Package link.
- We will type a name in for you.
- This name will not appear on the McState site—it is for you to use to help organize your benefits. Now, click the Create button.
- Your benefits package appears.
- Click the yellow pencil next to the name of your new package. Throughout McState, the yellow pencil is used to open up a section for editing.
- Now that you have opened up the package, you see that it is empty: you have not yet entered any benefits into it.
- Click the Add New Benefit link to add a benefit to your package.
- Give your benefit a name. We'll type one in for you.
- Click the No button next to Heading.
- Click Create.
- You have now added this benefit to the package.
- Click the Pencil icon to edit the benefit.
- You can add a description that will appear below the benefit name. We will type one in for you.
- Click the Save Benefit button.
- We will add more benefits later. But for now, let's take a look at how this benefit appears on a McState page.
- To cause your benefit package to appear on a page, you must publish it. Throughout McState, publishing means actually putting what you create in McState up on your McState site, so that anyone on the Internet can read it.
- You publish benefits in the Publishing Options section of this screen.
- Start by choosing a store or stores. Let's select two stores. Click on the first store.
- Now, to select the second store without deselecting the first store, hold down the Control key and click on the second store.
- Now, press the Publish button.
- A message appears saying that the Package has been published. Let's take a look.
- Here is the benefits package we created. Everything looks good.
- Now, let's add some more benefits, with headings.
- We will take care of adding two new benefits and descriptions for you.
- Now let's say your restaurant offers different benefits to managers and crew. We will now create headings that make this clear.
- Click Add New Benefit.
- We will type in a header name.

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- Click the Yes button after Heading.
- Click the Create button.
- You can now drag this heading to the top of the list. We will demonstrate.
- Now you try. Click Add New Benefit.
- We'll add the name.
- Click the Yes button after Heading.
- Click the Create button.
- Now click and drag the Mid-Management Benefits heading above the 401K benefit.
- Well done! Let's publish this package to all of our stores. In the Publishing Options area, click the last restaurant.
- Now, to highlight all of the restaurants, hold down the Shift key, and click on the first restaurant.
- The benefits package you create can be posted on the McState site for one or more restaurants.
- Only one benefits package may be posted to a restaurant website at a time. Now, click the Publish button.
- Let's take a look! Switch back to our McState site by clicking on the McDonald's Job tab.
- Now, just click the Refresh button. This will show the most up-to-date version of your web page.
- Our new benefits package, with headings, displays.
- Let's say you would rather have the Advancement Opportunities benefit appear under the Mid-Management Benefits header.
- Go back by clicking on the McState HQ tab.
- Click and drag the Advancement Opportunities benefit so it is under the Mid-Management Benefits heading.
- You can also delete any benefit by clicking this red button.
- Go ahead and delete the 401K benefit.
- Click OK to complete the deletion.
- In the Publishing Options section, you will notice that all of our restaurants are still highlighted. So, you can just click the Publish button.
- Go back to your McState site by clicking on the McDonald's Jobs tab.
- Click the Refresh button.
- Your changes have been made.
- Finally, if you are enrolled in the McDonald's Insurance Program (MIP) or McResource Line benefits, McState can automatically publish this information to your benefits page. The information will be published in both English and Spanish. If you do not want this information to show on your McState page, you can click here to opt out of auto publishing.

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- Let's see how this looks on your page. Switch back to the tab for your restaurant's McState site.
- You can see how the buttons for the McDonald's Insurance Program and McResource Line appear in both languages on your site.
- Click the button for MIP to see details about the program. Next, click on the McResource Line button.
- You can see details about the program that are published on your page. Now click the McResource Line button to see more information about this benefit.
- Click the red 'X,' below, when you are ready to return to the training.

Knowledge Check
After you set up a Benefit package through McState, how do you cause it to be posted to your McState site?

    a. By clicking the Save Settings button

    b. By clicking the Done button

    c. By selecting one or more restaurants and clicking the Publish button

Correct! After you set up a Benefit package through McState, you can post it to your McState site by selecting one or more restaurants, then clicking the Publish button.

Incorrect. After you set up a Benefit package through McState, you can post it to your McState site by selecting one or more restaurants, then clicking the Publish button.

Thank You!
Thank you for taking Module 5, Administrative Functions in McState HQ.

- You can return to any part of this module at any time. You can also find any part of this training, and answers to many other questions, using Fast Answers.
- To take the assessment for this module, click here. (Note: Knowledge Checks are different from the assessment. Even if you have completed all the Knowledge Checks, you still need to take the assessment to be certified.)
- This module concludes this training on Staffing and McState.